

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**SYSTEMS ANALYST II
INFORMATION TECHNOLOGY DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs skilled, specialized work in the acquisition, installation, testing, design and development of complex computer systems and applications to include end-user training and assistance. Analyzes software applications to resolve problems and provide additional capabilities. Employee reports to the Assistant Information Technology Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs specialized work in analyzing, designing, evaluating and installing computer applications and documenting specifications and procedures. Work involves responsibility for the analysis of complex work systems and processes and the development of concepts and designs for their conversion to new or modified computer-based systems. Additional responsibilities include evaluating current system programs and making recommendations for changes; installing hardware and software; and providing training and assistance to others in the design and development of programs. Assignments require the application of the more advanced techniques and methodologies of computer system analysis. Employee is responsible for providing supervisory and technical direction to subordinate analysts and/or programmers on a project basis. Work requires considerable independent judgment and initiative in independently performing assigned projects. Work is performed under limited supervision of the Assistant Information Technology Director and is evaluated through conferences, quality of service to end-users and review of completed projects.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Consults with Department personnel on the feasibility of system requests.

Evaluates current system programs and procedures and makes recommendations for change.

Designs, develops and implements systems and programs on a system-wide and individual basis.

Confers with user department personnel and management to resolve program intent, input and output requirements, data accuracy and the use of internal checks and controls.

Develops requests for proposals to help meet City needs; reviews bid proposals and recommends vendors, services and equipment.

Evaluates and modifies existing applications and systems programs to take into account changes in system requirements, software releases or equipment configurations.

Provides direction, technical training, assistance and systems support to other Division staff in the design, development and maintenance of programs.

SYSTEMS ANALYST II

Supervises the activities of assigned technical staff on a project basis, as needed.

Analyzes software packages to determine feasibility and plan implementation.

Receives and discusses new or modified systems projects objectives with a supervisor; individually conducts or serves as project leader for the research and analysis of existing systems and procedures; documents findings and develops general systems concepts.

Expands concepts into detailed system design, including detailed system flow charts, program specifications, input and output formats, files structures, and data collection and handling procedures.

Communication with vendors to make decisions about equipment, obtain equipment, and troubleshoot problems with equipment.

Provides technical support to City personal computer and network users.

Provides documentation on assigned projects.

Ensures data file efficiency, security and recovery.

Supports City's document imaging system.

Develops and maintains the City's Intranet and Internet Web sites.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of programming techniques, programming languages, and the capabilities and limitations of electronic computers and peripheral equipment.

Considerable knowledge of data processing equipment, systems and methods.

Considerable knowledge of the techniques used in systems analysis and design.

Considerable knowledge of the current literature, trends, and developments in the field of computer systems analysis.

Considerable knowledge of the principles and practices of supervision.

Considerable knowledge of general management principles and practices including organizational theory and administrative control techniques.

Skill in recognizing, analyzing, and providing solutions to difficult data processing problems.

Ability to analyze complex operations and to organize and design their components into logical systems.

Ability to use a wide variety of computer applications.

Ability to supervise the work of others.

Ability to express ideas effectively both orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

SYSTEMS ANALYST II

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in computer science, data processing, or information systems, and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 21
Exempt